
Objective

To ensure the donation process is not lengthened when H&I/Virology laboratories are unable to process donor bloods. The document provides NHS laboratories, Hub Operations and Specialist Nurse Organ Donation a single process to ensure H&I/Virology laboratory closures are communicated and managed appropriately.

Changes in this version

- 1.3 – Incorrect INF number amended to INF1583
- Inclusion of process for managing disruption when laboratory has received blood samples
- References to “Pager” replaced with “Regional Point of Contact number”
- Out of Hours contact details for Virology and H&I Laboratories are referenced as INF1712 and INF1713

Roles

Laboratories

- Report instances whereby they are unable to process donor bloods.
- Report when their laboratory is fully functional.
- Notify back up laboratory (short term closure only)
- Notify SNOD if the blood samples have already been sent (see section 11)

Hub Operations

- Inform Organ Donation Services Teams and Quality Assurance of H&I/Virology laboratory closures and re-opening.

Quality Assurance

- Monitor prolonged laboratory closure.
- Liaise with operational staff to record the laboratory closure and document the risks.

Commissioning

- To monitor instances of laboratory disruption
- To work with other stakeholders to monitor long term closures
- To lead Stakeholder meetings for long term closures.

SNOD

- Arrange transport of samples to back-up laboratory where appropriate (see section 11)

Instructions

Laboratory

1. Inform Hub Operations of the laboratory closure.

- 1.1 Email Hub Operations immediately when aware of a laboratory service disruption, including known periods of planned downtime.
 - Email: odthub.operations@nhsbt.nhs.uk
 - Email title must be: OPERATIONAL DISRUPTION AT LABORATORY
 - The email must detail what the disruption is and how long it is expected to last.

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- 1.2 Follow the email up with a telephone call to Hub Operations.
 - Call: 01179 757580
 - 1.3 Notify 1st Back Up Laboratory in the event of unplanned/short term closure. See [INF1583](#) - Back Up Laboratories for Deceased Donor Virology Testing, and INF1466 – Back Up Laboratories for Deceased Donor Tissue Typing Testing.

[IF THE LABORATORY HAS RECEIVED THE BLOOD SAMPLE, PLEASE REFER TO SECTION 11](#)

Hub Operations

2. Inform key stakeholders of the laboratory closure.

- 2.1 Attach the email sent by the lab to a template email called “laboratory disruption”.
 - The “laboratory disruption” template is stored in the “fax and email templates” in shared F drive.
 - This template email has been prepopulated with SNOD, RM, Commissioning, and QA team contacts. It is titled “LABORATORY DISRUPTION” and informs SNODs to review **INF1466 for H&I and INF1583 for Virology** for further information on where to send bloods during an outage.
- 2.2 Forward the email with high importance to all SNODs, Regional Managers, Commissioning Team and Quality Assurance.
- 2.3 If out of hours, notify the Regional Manager On-Call via a telephone call.
 - [IF THE CLOSURE IS UNPLANNED/SHORT TERM go to Step 3](#)
 - [IF THE CLOSURE IS PLANNED/LONG TERM go to Step 4](#)

Quality Assurance

3. Assess whether a change control is required

- [IF A CHANGE CONTROL IS REQUIRED, go to Step 4](#)
- [IF A CHANGE CONTROL IS NOT REQUIRED, go to Step 7](#)

4. Document and assess the risk of the laboratory closure

- 4.1 Raise a change control to record the laboratory closure. Change control detail should begin ‘ODT - Laboratory Closure’ and include:
 - Laboratory name
 - Contingency laboratory
 - Anticipated closure timeframe
 - Closure reason

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- 4.2 Utilise **FRM4889** to record the risk.
 - 4.3 Liaise with relevant operational staff (Regional/Team Managers) to document and assess the risk.
 - 4.4 Save a copy of the laboratory closure email in the QPulse record.
 - 4.5 Add an action for QA to follow up with the Commissioning Team up to one working day before the anticipated resumption of service.

Commissioning Team

5. Stakeholder Review

- 5.1 Commissioning team to arrange a meeting to discuss alternative arrangements.
- 5.2 For long term closures, review donor hospital allocations and impact of activity on back-up laboratories
- 5.3 NHSBT Senior Commissioning Manager to contact other laboratories regarding increases in their activity and confirm they can facilitate this in writing. Record arrangements in QPulse under the open change control.
- 5.4 Contact the disrupted laboratory up to one working day before the anticipated resumption to confirm they will be resuming normal service. Laboratory contact details can be found in the Donor Handbooks.

Laboratory

6. Inform Hub Operations of the resumption of their laboratory service.

- 6.1 Email Hub Operations when the laboratory service has resumed. - Email:
odthub.operations@nhsbt.nhs.uk Email title must be: OPERATIONAL DISRUPTION AT LABORATORY RESOLVED
- 6.2 Follow the email up by a telephone call to Hub Operations. - Call: 01179 757580

Hub Operations

7. Inform SNODs, Commissioning and QA of the resumption in laboratory service.

- 7.1 Forward the email to all SNODs, Regional Managers, Commissioning Team and Quality Assurance. Title the forwarded email OPERATIONAL DISRUPTION AT LABORATORY RESOLVED.

 Commissioning Team

8. Review closure information.

- 8.1 Notify in writing to back-up laboratories that samples will revert to original arrangements.

 Quality Assurance

9. Review closure information.

- 9.1 Receive and review closure information.

10. Manage the QPulse record.

- 10.1 Upload a copy of the email forwarded by Hub Operations stating the laboratory has re-opened.
10.2 When all QPulse actions are complete, review and close the change control.

11. PROCESS WHEN BLOOD SAMPLES HAVE ALREADY BEEN SENT TO THE LABORATORY

- 11.1 Laboratory to check location of donor hospital and refer to INF1466 for H&I and INF1583 for Virology to identify the appropriate back-up laboratory
11.2 Laboratory to notify back-up laboratory that the sample will be sent to them for processing and to confirm full address. Refer to INF1712 for Virology Laboratory details, and INF1713 for the H&I Laboratory details.
11.3 Laboratory to notify SNOD via Regional Contact Number of disruption and location of back-up laboratory to where samples have been sent
11.4 Laboratory to email OTDT Hub Operations as per 1. above
11.5 SNOD to contact Transport Provider to arrange for samples to be collected from the laboratory to the back-up laboratory.
11.6 Hub Operations to notify all stakeholders as per 2. above

Advice

On receipt of the email to say service has been resumed, SNODs will revert to normal practice of sending bloods to the usual laboratory.

Advice

Should the email service be unavailable, Hub Operations will inform SNODs and RMs by sending out a brief message through the [Regional Point of Contact number](#). Quality Assurance and Commissioning will be informed verbally or via a phone call. As soon as email is available, the

SOP5546/4 – H&I/Virology Laboratory - Operational Disruption



Blood and Transplant

Copy No:

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complete email will be sent to SNODs, RMs, Quality Assurance and Commissioning in the usual method

⊖ **End of Procedure**

Definitions

- **RM** - Regional Manager
- **TM** - Team Manager
- **SNOD** - Specialist Nurse Organ Donation
- **QA** - Quality Assurance

Related Documents/References

- Regional Handbooks – Stored in the Secure Contents Handbook
- **FRM4889** - Quality Risk Assessment record
- **INF1466** - Back-up Laboratories for Deceased Donor Tissue Typing Testing
- **INF1583** - Back-up Laboratories for Deceased Donor Virology Testing
- **INF1712** - Out of Hours Contact Details for Back-Up Virology Laboratories
- **INF1713** - Out of Hours Contact Details for Back-Up HLA Laboratories